



2010 Maryland Long Term Care Short Stay Resident Survey Pilot

Statewide Results

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LONG TERM CARE SHORT STAY RESIDENT SURVEY PILOT STATEWIDE RESULTS

I INTRODUCTION

The Maryland Health Care Commission (MHCC) Long Term Care Short Stay Resident experience of care initiative began in 2009 with a pilot survey.

The project's specific objectives are to provide: (1) measures of short-stay residents' experience and satisfaction; (2) comparisons of experience and satisfaction measures between nursing facilities in Maryland; and (3) comparisons between nursing home peer groups, including facility size and type of ownership, and whether freestanding or hospital-based.

The 2010 Short Stay Resident Survey results show that statewide:

- 83% of the respondents indicated that they would recommend the nursing facility
- The average overall rating was 7.8 out of a possible 10.0
- 80% of the respondents rated the care they received from nursing facility staff at 8.0 overall

II DESCRIPTION OF THE SAMPLE

MHCC identified 72 nursing facilities with a monthly average of 25 discharged residents with a short stay (at least 5 days but less than 90 days). The 72 facilities were asked to provide a list of the residents who met the length of stay criteria and were discharged between May 1, 2010 and July 31, 2010. All 72 facilities provided a list, representing a 100% response rate. Seventy of the facilities that provided a list had at least one resident who met the eligibility criteria.

It is important to note that nursing home residents with stays longer than 90 days were not asked to participate in this survey.

III SUMMARY OF SURVEY METHODS

From the lists provided by the nursing homes, 6,839 short-stay residents were identified as potential recipients of the survey. However, residents meeting any of the following criteria were excluded from the survey:

- Stay was less than 5 days
- Stay was more than 90 days
- Resident was discharged to a health care facility

Of the 6,839 eligible short stay residents, 82% (5,582) met the criteria to be included in the sample. A survey packet, consisting of the questionnaire and a letter explaining the purpose of the survey and requesting participation, was mailed on September 27, 2010. On October 18, 2010, a second survey packet was sent to residents who had not yet responded to the survey. Follow-up telephone calls were made to residents who had not returned the survey by November 5, 2010. These residents were either given the option to complete the survey over the telephone or were sent a paper survey to be completed and returned by mail.

All surveys received through December 3, 2010 were included in the analysis. A total of 2,469 surveys were returned, resulting in a survey response rate of 45%.

Table A: 2010 Short Stay Resident Survey Summaries

Survey Year	Total Participating Facilities	Total Surveys Mailed	Total Respondents	Response Rate*
2010	72	5,582	2,469	45%

*The response rate is calculated by dividing the number of eligible respondents by the total number of surveys mailed minus the number of undelivered surveys $[2,469/(5,582 - 100)]$.

IV DESCRIPTION OF SURVEY INSTRUMENT

The survey instrument used was developed by the Agency for Healthcare Research and Quality Consumer Assessment of Healthcare Providers and Systems Team. The survey consisted of 56 questions: 43 relating to the stay in the nursing facility, 3 about leaving the nursing home, 5 about the demographics of the resident, 2 concerning available assistance for completing the survey, and 3 about the survey itself.

V HOW TO READ AND UNDERSTAND THE RESULTS

This report contains tables and charts that display percentages for the statewide results and the three peer groups (Facility Size, Ownership Type, and Facility Type).

Questions covering similar topics were grouped together to form the six areas shown below. These groups do not represent formal domains, and no composite scores are reported for these item groups:

1. Overall Care
2. Care Provided
3. Facility Environment
4. Personal Choice
5. Care Transition (leaving the nursing home)
6. Respect and Communication

Sixteen of the 46 questions on the survey are rated on a 0 to 10 scale, with 0 being “Worst” and 10 being “Best.” For the items rated on a 0 to 10 scale, the rating shown in the tables represents

the average score (i.e., the ratings provided by each respondent are added together then divided by the total number of responses to the question).

Eleven (11) survey questions are rated on a “Yes” or “No” scale. The percentages reported represent the number responding “Yes” or “No.” Certain questions are worded so that a “No” response is the desirable answer. An example of this is Question 21: “When you were in the nursing home, were you bothered by noise during the day?” In this case, the number shown represents the percentage of “No” responses.

VI RESULTS

6.a Overall Rating of Nursing Home

Table 1 and Figure 1 provide summary ratings regarding overall satisfaction with the nursing home staff (Q16), the nursing home facility in general (Q19), and whether the resident would recommend the nursing home to others. Compared with other peer groups, smaller and hospital-based facilities were rated higher overall. Statewide, 83% of the respondents would recommend their nursing home.

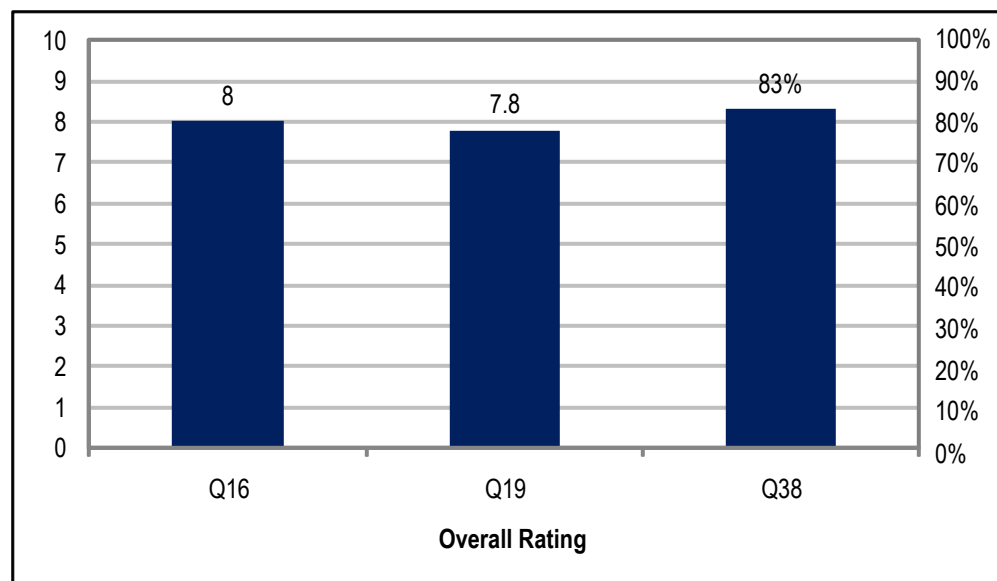
Table 1: Statewide Overall Rating Questions by Peer Group

Question	Facility Size				Ownership Type		Facility Type		Statewide
	≤80 Beds	81–120 Beds	121–160 Beds	161+ Beds	For-profit	Non-profit	Hospital-based	Other	
Q16* Overall, what number would you use to rate the care you got from the nursing home staff?	8.5	7.8	7.7	7.9	7.8	8.1	8.4	7.8	8.0
Q19* Overall, what number would you use to rate the nursing home?	8.4	7.6	7.5	7.7	7.6	8.0	8.3	7.7	7.8
Q38** Would you recommend the nursing home to others? (% Yes)	89%	80%	82%	82%	81%	86%	89%	82%	83%

*Average Rating

**Average percentage responding “Probably Yes” and “Definitely Yes”

Figure 1: Statewide Overall Rating Questions



6.b Quality of Care

Table 2 presents summary ratings for Quality of Care questions. For most of these questions, the nursing homes that received the highest ratings were smaller (less than 80 beds), non-profit-owned, and hospital-based.

Table 2: Statewide Ratings and Percentages - Quality of Care Questions by Peer Group

Question	Facility Size				Ownership Type		Facility Type		Statewide
	≤80 Beds	81–120 Beds	121–160 Beds	161+ Beds	For-profit	Non-profit	Hospital-based	Other	
Q1* What number would you use to rate the food at the nursing home?	7.0	6.0	6.1	6.2	6.0	6.8	7.0	6.2	6.3
Q8* What number would you use to rate how well the medicine to help with aches or pain worked?	8.0	7.7	7.6	7.6	7.6	7.8	8.0	7.6	7.7
Q9* What number would you use to rate how well the nursing home staff helped you when you had pain?	8.3	7.7	7.4	7.7	7.6	7.9	8.3	7.6	7.8
Q10* What number would you use to rate how quickly the nursing home staff came when you called for help?	7.6	6.7	6.6	6.9	6.7	7.2	7.5	6.8	6.9
Q12* What number would you use to rate how gentle the nursing home staff were when they helped you?	8.4	7.8	8.0	8.0	8.0	8.1	8.4	8.0	8.0
Q27** When you were in the nursing home, were you ever left sitting or laying in the same position so long that it hurt? (% No)	88%	82%	81%	81%	81%	86%	88%	82%	83%
Q30** When you were in the nursing home, was there a pitcher of water or something to drink where you could reach it by yourself? (% Yes)	87%	78%	77%	81%	78%	85%	86%	79%	80%

*Average Rating

**Average percentage responding “Yes” (% “No” for Question 27)

6.c Facility Environment

Table 3 presents summary data for Facility Environment questions. Respondents rated safety and security of the nursing home (Q6) higher than how well they enjoyed mealtimes (Q3).

Table 3: Average Ratings and Percentages for Facility Environment Questions by Peer Group

Question	Facility Size				Ownership Type		Facility Type		Statewide
	≤80 Beds	81–120 Beds	121–160 Beds	161+ Beds	For-profit	Non-profit	Hospital-based	Other	
Q3* When you ate in the dining room in the nursing home, what number would you use to rate how much you enjoyed mealtimes?	7.3	7.0	6.9	6.5	6.9	6.7	7.3	6.8	6.8
Q4* What number would you use to rate how comfortable the temperature was in the nursing home?	7.3	7.3	7.1	7.3	7.1	7.5	7.4	7.2	7.3
Q5* Think about all the different areas of the nursing home. What number would you use to rate how clean the nursing home was?	8.2	7.7	7.8	7.9	7.8	8.1	8.0	7.8	7.9
Q6* What number would you use to describe how safe and secure you felt in the nursing home?	8.6	8.2	8.1	8.2	8.1	8.5	8.5	8.2	8.2
Q20** When you were in the nursing home, was the area around you quiet at night? (%Yes)	71%	62%	62%	60%	59%	69%	72%	61%	63%
Q21** When you were in the nursing home, were you bothered by noise during the day? (% No)	75%	71%	67%	67%	67%	72%	76%	68%	69%
Q29** When you were in the nursing home, could you reach the call button yourself? (% Yes)	90%	87%	84%	86%	85%	89%	90%	86%	87%

*Average Rating

**Average percentage responding "Yes" (% "No" for Question 21)

6.d Personal Choice

Table 4 presents average ratings for personal choice questions. More than two-thirds (68%) of respondents reported that they could choose what activities they did during their stay in the nursing home. More respondents reported a choice of activities during the week (71%) than during the weekend (56%). Three-quarters (75%) of the residents responded that they could find a place to visit in private.

Table 4: Statewide Percentages for Personal Choice Questions by Peer Group

Question	Facility Size				Ownership Type		Facility Type		Statewide
	≤80 Beds	81–120 Beds	121–160 Beds	161+ Beds	For-profit	Non-profit	Hospital-based	Other	
Q23** When you had visitors, could you find a place to visit in private? (% Yes)	72%	77%	72%	77%	73%	76%	70%	75%	75%
Q33** When you were in the nursing home, could you choose what time you went to bed? (% Yes)	91%	83%	83%	86%	84%	89%	91%	85%	86%
Q34** When you were in the nursing home, could you choose the clothes you wore? (% Yes)	89%	92%	90%	90%	90%	91%	89%	91%	90%
Q35** When you were in the nursing home, could you choose what activities you did there? (% Yes)	62%	69%	68%	71%	67%	68%	60%	69%	68%
Q36** When you were in the nursing home, were there enough organized activities for you to do on the weekends? (% Yes)	56%	57%	52%	60%	56%	56%	54%	57%	56%
Q37** When you were in the nursing home, were there enough organized activities for you to do during the week? (% Yes)	71%	71%	69%	74%	71%	72%	70%	72%	71%

**Average percentage responding “Yes”

6.e Care Transition (leaving the nursing home)

Table 5 presents average ratings for Care Transition questions. Statewide, nearly 9 of every 10 respondents (87%) reported receiving information from the nursing home staff on the help they would need after they left (Q43). Seven out of 10 (70%) reported getting information in writing about signs and symptoms to look for (Q44), and nearly 8 out of 10 (79%) reported receiving information about their medicines (Q45).

Table 5: Statewide Percentages - Care Transition Questions by Peer Group

Question	Facility Size				Ownership Type		Facility Type		Statewide
	≤80 Beds	81–120 Beds	121–160 Beds	161+ Beds	For-profit	Non-profit	Hospital-based	Other	
Q43** Before leaving the nursing home, did the staff talk to you about whether you would have the help you need after you left?	93%	85%	83%	87%	85%	89%	93%	85%	87%
Q44** Before leaving the nursing home, did you get information in writing about what symptoms or health problems to look out for?	82%	69%	65%	67%	68%	73%	82%	67%	70%
Q45** Before leaving the nursing home, did the staff tell you what your medicines were for?	87%	78%	73%	80%	78%	81%	87%	77%	79%

**Average percentage responding “Yes”

6.f Respect and Communication

Table 6 presents average ratings for the respect and communication questions. About 9 out of every 10 (88%) short stay residents surveyed reported having enough privacy when they dressed, showered, or bathed.

Table 6: Statewide Ratings and Percentages - Respect and Communication Questions by Peer Group

Question	Facility Size				Ownership Type		Facility Type		Statewide
	≤80 Beds	81–120 Beds	121–160 Beds	161+ Beds	For-profit	Non-profit	Hospital-based	Other	
Q13* What number would you use to rate how respectful the nursing home staff were to you?	8.6	8.0	7.9	8.2	8.1	8.3	8.6	8.1	8.2
Q14* What number would you use to rate how well the nursing home staff listened to you?	8.3	7.6	7.5	7.7	7.6	7.9	8.2	7.6	7.7
Q15* What number would you use to rate how well the nursing home staff explained things in a way that was easy to understand?	8.4	7.8	7.6	7.7	7.7	7.7	8.3	7.7	7.8
Q32** Did the staff make sure you had enough privacy when you dressed, showered, or bathed? (% Yes)	93%	86%	86%	88%	87%	89%	93%	87%	88%

*Average Rating

**Average percentage responding “Yes”

GLOSSARY OF TERMS

Peer Group:	For comparison purposes, facilities were divided into three peer groups: (1) Facility Type, (2) Facility Size, and (3) Ownership Type
Facility Size:	Nursing homes were divided into four size categories based on the licensed bed size counts: <ol style="list-style-type: none">1. 80 or fewer Beds (≤ 80 Beds)2. 81–120 Beds3. 121–160 Beds4. More than 160 Beds (> 160 Beds)
Ownership Type:	Facilities were categorized as For-profit or Non-profit ownership types for the purpose of peer group comparison
Facility Type:	Facilities were divided into two groups: (1) Hospital-based and (2) Other